

Subject: June 2015 Monthly Report for Star Wars: Commander from Guest Experience

July 09, 2014



JUNE END-OF-MONTH UPDATE



Volumes

Early June, an issue caused leaderboard and Rank drops for actively competing players. After the issue, contacts dropped significantly through the end of the month. Contact rates are primarily influenced by game updates. We expect our next significant update with RC11 July 15th.

Topics

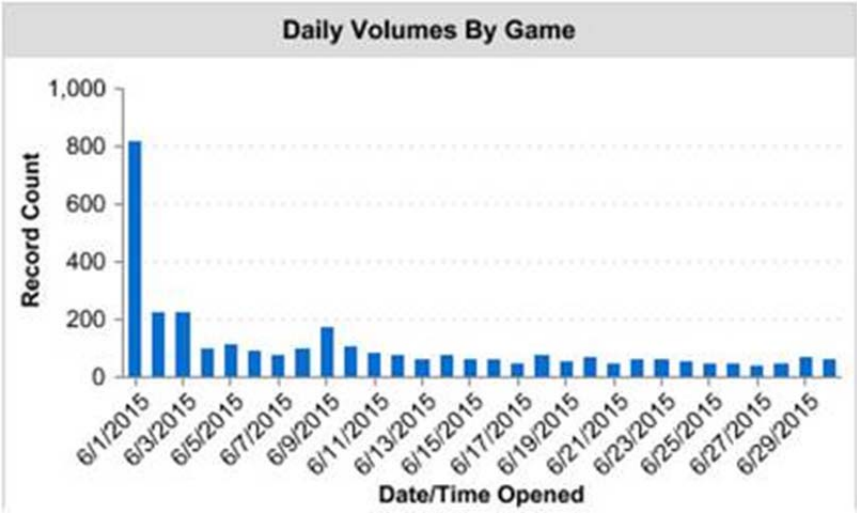
PvP competition drove the majority of contacts both as an individual issue during the beginning of the month, and also as the most commonly reported topic each day. Account restoration assistance sits at a steady 6%

Service Levels

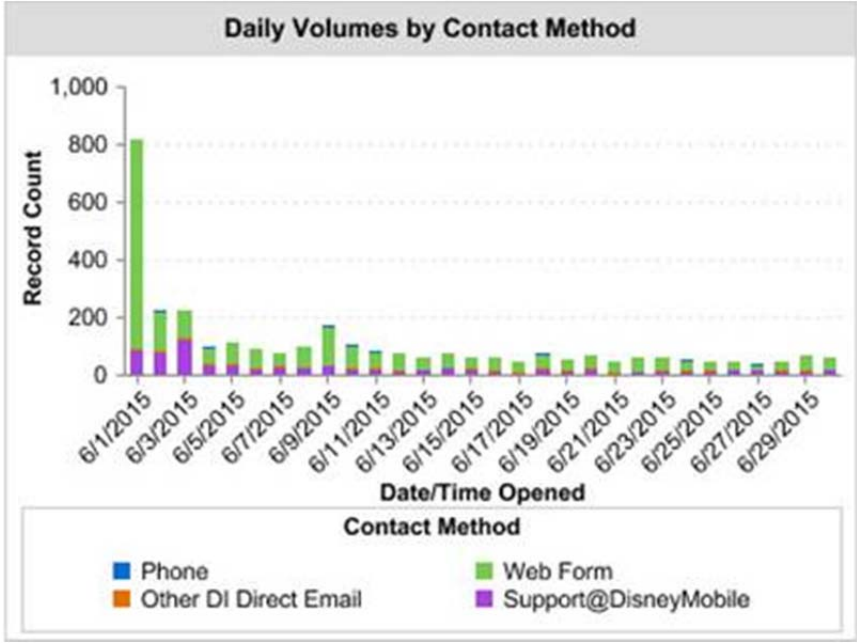
96% of First-Time responses were within SLA. Most replies were between 16 and 20 hours of initial contact. Low contact rates and flexibility of support teams allow us to meet our service level agreement consistently.

Volumes

- Total tickets created from June 1st through 30th:
 - Tickets in June: 3,150
 - >25% of this month’s tickets (T=813) were created June 1st.
 - >39% of the month’s tickets (T=1,251) were created the first three days of the month.
 - Adjusted Daily Average tickets: 70



- Daily Volumes by Contact Method:
 - The majority of players continue to use our web form to submit support requests. Not the volume is fairly consistent, which implies a set group of users employ the direct email method, and new contacts follow the preferred web form contact method.



Topics

| Top Fluctuation Month Over Month | | | |
|----------------------------------|------------------|-------------|---------------|
| Category - Topic | Date/Time Opened | Change in % | Volume Change |
| Technical - Multi-Player | June 2015 | 14% | 402 |
| Technical - Earned Items | June 2015 | 5% | 221 |
| Experience - New Content | June 2015 | 5% | 131 |
| Technical - Network | June 2015 | 4% | 105 |
| Account - Restore | June 2015 | -8% | 63 |

Topic: Technical – Multi-Player:

This was the primary issue from the beginning of June; an error changed the rank and points players were to earn at the end of a tournament.

Key Take-Aways:

Tournaments are an extremely sensitive topic to players, and they set expectations high. Quick and clear communication prevents issues from causing lasting harm. [\[Developer Resolution\]](#) Update 6/2/15 We will be extending the store for 36 hours, with the fix for players rolling out during that time period. We will provide additional updates once the fix is out. Thank you again for your understanding!

Guest Examples / Descriptions:

- I spent a lot of time getting far in the most recent event, and made it to the top 10-11% only to re-open the app and find out it place me in the bottom of the pile. It reduced my rewards. Not cool. What do I do?
- I finished with over 9000 medals, was at 1.5% in Ultra Chrome league, the rewards state that I finished at 25% in the Durasteel League. I worked all weekend in this tournament, I wanted to upgrade my A-wings to lvl 8. What is going on???
- I recently participated in the tournament and worked very hard to get well below the 2% Ultra Chrome League which was supposed to award 11000 credits however when it closed I ranking did not post correctly pushing me over 7.64% and half the credits. I spent a tremendous amount of time in attacking to gain the highest reward points only to have them inaccurately taken away.

Topic: Account – Restore

Account loss can be extremely stressful for guests. We take every step to prevent lost game progress, and hope we will continue to develop solutions for prevention and repair of lost game data for our apps.

Key Take-Aways:

We are requesting that sync data be surfaced within GSAT, so reps can assist in account recovery without necessitating engineering assistance.

Guest Examples / Descriptions:

- Hello, I have recently switched phone devices and would like to restore my Star Wars Commander account if possible. I misread information about changing devices and only took a screenshot of the Player ID instead of also linking it to Facebook, etc. I have a screenshot of the old ID and the new ID, if that would be enough to restore the account on my new device. Thank you for any assistance. -Dave Howard
- Dear support Today I let my friend try the game on my device. I was not worried since I synced my game via google+ When my friend was trying it out (we started a new game for him) he accidentally clicked log in with Google+ The game did not ask whether he wanted to save the running game or load the existing one. It just overwrote my game and now I can't get it back. I had a level 7 HQ and that took me a while. Is there anything than can be done?
- Hello I had encountered a glitch while playing Star Wars Commander where the game would not get past the startup screen, so I reinstalled the game and it fixed my problem, but then I saw all my progress was gone and I was back to the tutorial. I looked around trying to fix this but I am unable to get back into my account because I never back upped my account. So i wanted to know if there was something else you guys at support can do to help.

Service Levels



1=Bad 2=Poor 3=Average 4=Good 5=Great

- Total Responses: 207
- Representatives continue to earn top marks, with a 4.37 Rating for Friendliness, and a 4.03 for Response Time.
- Additionally, Representative Knowledge is are rated above average, with a 3.86. Representatives continue educating themselves on the game, by reviewing open issues, reading the player forums, and asking questions for context to recent events.
- Partnership with the game studio and central services teams has contributed to a solid 3.26 rating for issue resolution. Tools proposals may further improve this metric by empowering reps to resolve issues, and ongoing communication from the team through social media remains a key factor in managing player expectations in the face of emergent issues.

From Our Guests

- “again thank you all From Brenden may the force be with you”
- “Thank you Sarah very much. I appreciate support like this. And yes i enjoy playing of SW very much and even more now. Have a nice day! Jakub”
- “I love star wars but please make a marvel game too Just like this one B-)”
- Thank you very much! This made my day, you have no idea. You guys rock. Zach

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